

Search Notes	Application/Control No.	Applicant(s)/Patent Under Reexamination
	10828397	BURG, FREDERICK MURRAY
	Examiner	Art Unit
	SIMON SING	2614

SEARCHED

Class	Subclass	Date	Examiner
709	206,207	10-9-09	LH
379	70.88,23,207.08	10-9-09	LH
379	202.01-205.01	03-03-2010	SS
379	202.01-205.01	09/01/2010	SS

SEARCH NOTES

Search Notes	Date	Examiner
Updated East search: Keywords: Instant messaging; call/service/customer center; future callback; prior art from application: 10/410451 (see prior art)	10-9-09	LH
EAST	03-03-2010	SS
EAST	09/01/2010	SS

INTERFERENCE SEARCH

Class	Subclass	Date	Examiner
379	202.01-205.01	09/01/2010	SS
455	466	09/01/2010	SS

/LISA HASHEM/
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